



## NVMS CERTIFICATE PROGRAMS

For over 25 years, more than 10,000 individuals have relied on our specialized training to enhance their capacity to manage conflict, their leadership skills and to advance their careers. Our certificate programs are recognized nation-wide and internationally by government agencies, non-profit organizations and corporations.

Our training is designed with the adult learner in mind – combining theory, observation, experiential exercises and practice opportunities for meaningful and enduring learning. Our instructors have relevant professional training and advanced degrees in law, conflict resolution, counseling, education, and other fields.

In this document:

1. Federal Workplace Mediation Certificate
2. Organizational Development and Conflict Resolution Certificate

# 1. Federal Workplace Mediation Certificate

**PURPOSE:** To prepare participants to address workplace conflict between co-workers, managers/employees, EEO complaints, etc.

**AUDIENCE:** Federal employees, managers, HR specialists, EEO specialists, contractors looking to mediate within government agencies

**COMPETENCIES:** Conflict management, creative thinking, customer service, decision-making, decision support, employee relations, negotiation, interpersonal skills, listening, leadership, oral communication, problem solving, resilience.

## REQUIREMENTS

	COURSE DETAILS
<b>REQUIRED CLASSES</b>	
Mediation Skills and Process	<p><b>Dates:</b> July 9-12, September 11-14, November 13-16  <b>Time:</b> 8:30am-5:30pm Days 1-3; 8:30am-1pm Day 4  <b>Fee:</b> \$895 with 30-day early registration; \$945 late registration  <a href="#">Register here</a></p>
ADR: Beyond Mediation	<p><b>Dates:</b> June 29  <b>Fee:</b> \$265 with 30-day early registration; \$315 late registration  <b>Time:</b> 8:30am-12:45pm  <b>Continuing Education:</b> 4 CME; 3.5 CLE  <a href="#">Register here</a></p>
How We Think: Cognitive Barriers to Conflict Resolution	<p><b>Dates:</b> April 17, August 23  <b>Fee:</b> \$265 with 30-day early registration; \$315 late registration  <b>Time:</b> 8:30am-12:45pm  <b>Continuing Education:</b> 4 CME; 3.5 CLE  <a href="#">Register here</a></p>
Mediation Practicum (Civil)	<p><b>Dates:</b> April 23-24, September 24-25  <b>Fee:</b> \$595 with 30-day early registration; \$645 late registration  <b>Time:</b> 8:30am-5:30pm both days  <b>Continuing Education:</b> 16 CME; 12 CLE  <a href="#">Register here</a></p>
Negotiation Skills	<p><b>Dates:</b> April 6, September 7  <b>Fee:</b> \$345 with 30-day early registration; \$395 late registration  <b>Time:</b> 8:30am-5:30pm  <b>Continuing Education:</b> 8 CME; 7 CLE  <a href="#">Register here</a></p>

Powerful Coaching	<p><b>Dates:</b> April 30, October 3  <b>Fee:</b> \$345 with 30-day early registration; \$395 late registration  <b>Time:</b> 8:30am-5:30pm  <b>Continuing Education:</b> 4 CME  <a href="#">Register here</a></p>
Preparing Memoranda and Agreements	<p><b>Dates:</b> June 22  <b>Fee:</b> \$265 with 30-day early registration; \$315 late registration  <b>Time:</b> 8:30am-12:45pm  <b>Continuing Education:</b> 4 CME; 3(1) CLE  <a href="#">Register here</a></p>
Considering Cultural Issues in Mediation	<p><b>Dates:</b> May 18, September 17  <b>Fee:</b> \$345 with 30-day early registration; \$395 late registration  <b>Time:</b> 8:30am-5:30pm  <b>Continuing Education:</b> 7.5 CME; 5 CLE  <a href="#">Register here</a></p>
Mediating Complex and Multi-Party Civil Cases	<p><b>Dates:</b> October 11  <b>Fee:</b> \$345 with 30-day early registration; \$395 late registration  <b>Time:</b> 8:30am-5:30pm  <b>Continuing Education:</b> 8 CME; 6.5 CLE  <a href="#">Register here</a></p>
Mediating EEO and Workplace Disputes	<p><b>Dates:</b> May 9, September 19  <b>Fee:</b> \$345 with 30-day early registration; \$395 late registration  <b>Time:</b> 8:30am-5:30pm  <b>Continuing Education:</b> 8 CME; 6.5 CLE  <a href="#">Register here</a></p>
<b>ELECTIVES (Select 4)</b>	
Facilitation and Group Consensus Building	<p><b>Dates:</b> April 18-19  <b>Fee:</b> \$595 with 30-day early registration; \$645 late registration  <b>Time:</b> 8:30am-5:30pm both days  <b>Continuing Education:</b> 8 CME  <a href="#">Register here</a></p>
Dealing with High Emotion Conflicts	<p><b>Dates:</b> TBA  <b>Fee:</b> \$265 with 30-day early registration; \$315 late registration  <b>Time:</b> 8:30am-12:45pm  <b>Continuing Education:</b> 2 CME  <a href="#">Register here</a></p>



<p>SDI for ADR Practitioners: Understanding Self and Others</p>	<p><b>Dates:</b> May 10  <b>Fee:</b> \$430 with 30-day early registration; \$480 late registration  <b>Time:</b> 8:30am-5:30pm  <b>Continuing Education:</b> 8 CME; 6.5 CLE  <a href="#">Register here</a></p>
<p>Intuitive Reasoning: A Whole Brain Approach to Problem Solving</p>	<p><b>Dates:</b> August 22  <b>Fee:</b> \$345 with 30-day early registration; \$395 late registration  <b>Time:</b> 8:30am-5:30pm  <b>Continuing Education:</b> 7 CME  <a href="#">Register here</a></p>
<p>Solution-Focused Problem Solving</p>	<p><b>Dates:</b> September 28  <b>Fee:</b> \$345 with 30-day early registration; \$395 late registration  <b>Time:</b> 8:30am-5:30pm  <b>Continuing Education:</b> 8 CME  <a href="#">Register here</a></p>
<p>Civility in the Workplace</p>	<p><b>Dates:</b> April 20  <b>Fee:</b> \$345 with 30-day early registration; \$395 late registration  <b>Time:</b> 8:30am-5:30pm  <b>Continuing Education:</b> 4 CME  <a href="#">Register here</a></p>
<p>Non-Violent Communication</p>	<p><b>Dates:</b> April 5  <b>Fee:</b> \$345 with 30-day early registration; \$395 late registration  <b>Time:</b> 8:30am-5:30pm  <b>Continuing Education:</b> pending  <a href="#">Register here</a></p>
<p>Building Trust and Overcoming Distrust</p>	<p><b>Dates:</b> May 22  <b>Fee:</b> \$345 with 30-day early registration; \$395 late registration  <b>Time:</b> 8:30am-5:30pm  <b>Continuing Education:</b> pending  <a href="#">Register here</a></p>
<p>Effective Meeting Facilitation</p>	<p><b>Dates:</b> July 24-25  <b>Fee:</b> \$595 with 30-day early registration; \$645 late registration  <b>Time:</b> 8:30am-5:30pm both days  <b>Continuing Education:</b> pending  <a href="#">Register here</a></p>

## 2. Organizational Development and Conflict Resolution Certificate

**PURPOSE:** To prepare participants to work within organizations as a conflict resolution practitioner

**AUDIENCE:** Individuals who wish to become conflict resolution practitioners and assist organizations in managing change, understanding and addressing missing needs, resolving conflict, increasing efficiency and performance.

**COMPETENCIES:** Client engagement/ change management, conflict management, continual learning, creative thinking, customer service, decision-making, decision support, developing others, employee relations, flexibility, negotiation, interpersonal skills, leadership, listening, oral communication, problem solving, resilience, stakeholder management.

### REQUIREMENTS

	COURSE DETAILS
<b>REQUIRED CLASSES</b>	
Mediation Skills and Process	<p><b>Dates:</b> July 9-12, September 11-14, November 13-16  <b>Time:</b> 8:30am-5:30pm Days 1-3; 8:30am-1pm Day 4  <b>Fee:</b> \$895 with 30-day early registration; \$945 late registration  <a href="#">Register here</a></p>
ADR: Beyond Mediation	<p><b>Dates:</b> June 29  <b>Fee:</b> \$265 with 30-day early registration; \$315 late registration  <b>Time:</b> 8:30am-12:45pm  <b>Continuing Education:</b> 4 CME; 3.5 CLE  <a href="#">Register here</a></p>
How We Think: Cognitive Barriers to Conflict Resolution	<p><b>Dates:</b> April 17, August 23  <b>Fee:</b> \$265 with 30-day early registration; \$315 late registration  <b>Time:</b> 8:30am-12:45pm  <b>Continuing Education:</b> 4 CME; 3.5 CLE  <a href="#">Register here</a></p>
Facilitation and Group Consensus Building	<p><b>Dates:</b> April 18-19  <b>Fee:</b> \$595 with 30-day early registration; \$645 late registration  <b>Time:</b> 8:30am-5:30pm both days  <b>Continuing Education:</b> 8 CME  <a href="#">Register here</a></p>
Negotiation Skills	<p><b>Dates:</b> April 6, September 7  <b>Fee:</b> \$345 with 30-day early registration; \$395 late registration  <b>Time:</b> 8:30am-5:30pm  <b>Continuing Education:</b> 8 CME; 7 CLE</p>

	<a href="#">Register here</a>
Powerful Coaching	<p><b>Dates:</b> April 30, October 3  <b>Fee:</b> \$345 with 30-day early registration; \$395 late registration  <b>Time:</b> 8:30am-5:30pm  <b>Continuing Education:</b> 4 CME  <a href="#">Register here</a></p>
Considering Cultural Issues in Mediation	<p><b>Dates:</b> May 18, September 17  <b>Fee:</b> \$345 with 30-day early registration; \$395 late registration  <b>Time:</b> 8:30am-5:30pm  <b>Continuing Education:</b> 7.5 CME; 5 CLE  <a href="#">Register here</a></p>
Solution-Focused Problem Solving	<p><b>Dates:</b> September 28  <b>Fee:</b> \$345 with 30-day early registration; \$395 late registration  <b>Time:</b> 8:30am-5:30pm  <b>Continuing Education:</b> 8 CME  <a href="#">Register here</a></p>
Civility in the Workplace	<p><b>Dates:</b> April 20  <b>Fee:</b> \$345 with 30-day early registration; \$395 late registration  <b>Time:</b> 8:30am-5:30pm  <b>Continuing Education:</b> 4 CME  <a href="#">Register here</a></p>
<b>ELECTIVES (Select 4)</b>	
Mediation Practicum (Civil)	<p><b>Dates:</b> April 23-24, September 24-25  <b>Fee:</b> \$595 with 30-day early registration; \$645 late registration  <b>Time:</b> 8:30am-5:30pm both days  <b>Continuing Education:</b> 16 CME; 12 CLE  <a href="#">Register here</a></p>
Dealing with High Emotion Conflicts	<p><b>Dates:</b> TBA  <b>Fee:</b> \$265 with 30-day early registration; \$315 late registration  <b>Time:</b> 8:30am-12:45pm  <b>Continuing Education:</b> 2 CME  <a href="#">Register here</a></p>
SDI for ADR Practitioners: Understanding Self and Others	<p><b>Dates:</b> May 10  <b>Fee:</b> \$430 with 30-day early registration; \$480 late registration  <b>Time:</b> 8:30am-5:30pm</p>



	<p><b>Continuing Education:</b> 8 CME; 6.5 CLE  <a href="#">Register here</a></p>
<p>Intuitive Reasoning: A Whole Brain Approach to Problem Solving</p>	<p><b>Dates:</b> August 22  <b>Fee:</b> \$345 with 30-day early registration; \$395 late registration  <b>Time:</b> 8:30am-5:30pm  <b>Continuing Education:</b> 7 CME  <a href="#">Register here</a></p>
<p>Non-Violent Communication</p>	<p><b>Dates:</b> April 5  <b>Fee:</b> \$345 with 30-day early registration; \$395 late registration  <b>Time:</b> 8:30am-5:30pm  <b>Continuing Education:</b> pending  <a href="#">Register here</a></p>
<p>Building Trust and Overcoming Distrust</p>	<p><b>Dates:</b> May 22  <b>Fee:</b> \$345 with 30-day early registration; \$395 late registration  <b>Time:</b> 8:30am-5:30pm  <b>Continuing Education:</b> pending  <a href="#">Register here</a></p>
<p>Effective Meeting Facilitation</p>	<p><b>Dates:</b> July 24-25  <b>Fee:</b> \$595 with 30-day early registration; \$645 late registration  <b>Time:</b> 8:30am-5:30pm both days  <b>Continuing Education:</b> pending  <a href="#">Register here</a></p>